

The North Carolina Department of Health and Human Services launched a new Statewide Peer Warmline on Feb. 20, 2024. The new Peer Warmline will work in tandem with the North Carolina [988 Suicide and Crisis Lifeline](#) by giving callers the option to speak with a Peer Support Specialist. Peer Support Specialists (or "peers") are people living in recovery with mental illness and/or substance use disorder who provide support to others who can benefit from their lived experience.

The [statewide Peer Warmline](#) is a phone line staffed by Peer Support Specialists who offer non-clinical support and resources to those in crisis. Their unique expertise helps reduce stigma while strengthening overall engagement in care. Like 988, North Carolina's peer warmline is available 24 hours a day, 7 days a week.

The statewide Peer Warmline will be run by the Promise Resource Network (PRN), a peer-run organization in Mecklenburg County. PRN was awarded the contract following a competitive public bidding [process](#).

"When you're in a tough spot, sometimes the best person to talk with is a person who has had similar experiences," said NC Health and Human Services Secretary Kody H. Kinsley. "The Peer Warmline expands our behavioral health crisis system in North Carolina toward the goal of meeting people where they are and helping prevent crises in the first place."

According to the NCDHHS [988 Performance Dashboard](#), more than 40% of 988 callers are repeat callers who find it helpful to speak with someone. By providing access to peers, the warmline expands and enhances 988's ability to offer that service. Warmlines have also been shown to improve outcomes for people in crisis by reducing hospitalizations and emergency department visits, reducing the recurrence of behavioral health symptoms, and increasing communication and collaboration between clinical care teams, individuals in crisis, and their families.

"Peer support specialists are so important in our mental health and substance use system," said Kelly Crosbie, MSW, LCSW, Director of the NCDHHS Division of Mental Health, Developmental Disabilities, and Substance Use Services. "Building relationships based on mutuality, trust, and empowerment is essential to fostering healing and recovery."

Both the NCDHHS Peer Warmline and [988](#) are available to anyone, anytime. If you or someone you know is struggling or in crisis, help is available. Call 1-855-PEERS NC (1-855-733-7762) or call or text 988 or chat at [988Lifeline.org](#). People who speak Spanish can now connect directly to Spanish-speaking crisis counselors by calling 988 and pressing option 2, texting "AYUDA" to 988, or chatting online at [988lineadevida.org](#) or [988Lifeline.org](#).